

# Trustees' Annual Report 2024-25



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Period from: 01 April 2024 to 31 March 2025

Charity name: Havering Shopmobility Association

Charity registration number: 1051614

## Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>To relieve people with mobility problems within the London Borough of Havering and other areas, by the provision of mobility related equipment for use whilst shopping or visiting Romford Town Centre, and its environs;</p> <p>To facilitate mobility and travel for longer periods of use as required at, or away from home, and to use on short breaks and holidays worldwide.</p>
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>The main activities of the charity are the provision of electric scooters, electric wheelchairs, manual wheelchairs and walkers for people who have limited mobility for use when visiting Romford Town Centre.</p> <p>We provide equipment for short term or longer use for people with temporary or permanent mobility needs and for use on holiday.</p> <p>We also sell some disability and mobility aids.</p>
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit.	Para 1.18	<p>The trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission.</p>

## Additional information (optional)

	SORP reference	
Policy on grant making	Para 1.38	Havering Shopmobility does not give financial grants.
Policy on social investment including program related investment	Para 1.38	Havering Shopmobility does not make financial investments.
Contribution made by volunteers	Para 1.38	Havering Shopmobility is reliant on our team of dedicated volunteers who deliver our services. Without them, we simply could not operate. In 20234-25 many of our 30 volunteers continued to support our service delivery in our two shops.

## Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	We give our users independence to use and enjoy all the shopping, leisure and health facilities within Romford and further afield. They benefit from their retained independence and reduced isolation, whilst the local economy also benefits from their spending power, which would otherwise be lost.

## Additional information (optional)

Achievements against objectives set	Para 1.41	<p>Our services were significantly pick up since suffering badly during and after covid..</p> <p>In the last year our equipment - electric scooters, electric wheelchairs and manual wheelchairs - was used on a total of 6300 times.</p> <p>A programme of replacing our older equipment is on going with a budget of £10k.</p>
Performance of fundraising activities against objectives set	Para 1.41	<p>Trustees' financial strategy is to raise sufficient funds to ensure the continued viability of the charity. As such Trustees have not set objectives or fundraising targets. There has been little fund raising in the last year due to Staff disruptions.</p> <p>In the last year £1289.00 was raised net of costs.</p>
Investment performance against objectives	Para 1.41	Havering Shopmobility does not make financial investments.



## Financial Review

	SORP reference	
Review of the charity's financial position at the end of the period	Para 1.21	<p>From a financial point of view, we have weathered the problems of low membership usage very well.</p> <p>The bank balance at the end of the year was £80314.00</p> <p>Income was £42550.00 , and our Expenditure was £43177.00 Our reserves exceed the Trustee's Policy on Reserves which is to maintain one year's operating costs.</p>
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	<p>The Trustee's policy is to transfer funds not required for short term use to an interest-bearing account with Metro Bank.</p> <p>The Trustee's policy on reserves is to maintain a sum equal to one year's operating costs, as a reserve. This is to ensure the longer term financial stability of the charity in the current economic uncertainties.</p>
Amount of reserves held	Para 1.22	£73373.00 (greater than one year's operating costs)
Reasons for holding zero reserves	Para 1.22	Havering Shopmobility holds reserves.
Details of funds materially in deficit	Para 1.24	No funds are in deficit.
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Covid restrictions had significantly reduced the routine hire of our equipment and has been slow to recover since lockdown restrictions have finished. This has had a consequent impact on income. The charity has sufficient reserves that this will not affect the financial viability of the charity in the short term but will need to be monitored for the future, and strategies developed accordingly.

Additional information (optional)				
The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity's principal sources of funding and the sums generated in the last year are :		
		<ul style="list-style-type: none"> <li>• User Subscriptions £ 6430.00</li> <li>• Hire charges £ 26767.00</li> <li>• Sales &amp; commissions £ 4957.00</li> <li>• Donations and fund raising £ 1289.00(net of costs)</li> </ul> <p>These are very significantly lower than the previous year.</p>		
Investment policy and objectives including any social investment policy adopted	Para 1.46	Havering Shopmobility does not make financial investments.		
cc	Para 1.46	Risk Item	Minor Event	Major Event
		Loss of Equipment	Non return/theft	Fire/theft/ destruction
		Loss of Finances	Theft/Pilfering/Error	Theft/Fraud Bank collapse
		Loss of Premises	Partial damage or destruction	Damage or destruction Withdrawal of use
		Loss of Staff	Illness, absence, vacancy	Extended absence. Loss of all staff at the same time
		Loss of Volunteers	Availability Gradual decline	Extended absence. Loss of all staff at the same time
		Loss of Trustees	Availability Gradual decline	
		Loss of Information	System failure Accidental loss or erasure Intentional	System loss Accidental loss or erasure Intentional
		Reputational Damage	Bad publicity Scandal	



<b>Structure, Governance and Management</b>		
Description of charity's trusts:	SORP reference	
Type of governing document	Para 1.25	Constitution adopted on 5 <sup>th</sup> December 1995, as amended on 25 <sup>th</sup> March 1998, 2 <sup>nd</sup> July 2009, 30 <sup>th</sup> June 2014, 15 July 2019 and 20 October 2020.
How is the charity constituted?	Para 1.25	An unincorporated Association
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Trustees are appointed from members by the AGM of members or a meeting of trustees on the recommendation of an Appointments Panel of Trustees. Officers are elected from trustees at the AGM.

<b>Additional information (optional)</b>		
Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p>Newly appointed trustees are provided with a portfolio of information on the organisation, the role of a trustee, key policies and procedures and key information.</p> <p>Trustees have adopted a Medium Term Plan following a review of objectives, the skills needed to deliver these and an audit of current and required skills and commitment. Portfolios of responsibility have been agreed to use to recruit new trustees and new trustees have been appointed.</p>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<p>Trustees meet on a quarterly basis and receive formal reports on policy, resources, finance, reports of sub committees and operational performance.</p> <p>Trustees established three sub committees to do the work – Performance and Development to deal with how services are delivered and future direction; Membership and Staffing to look after the appointment of trustees, staff and volunteers; and Fund Raising to oversee the raising of monies essential to maintain our services.</p> <p>A Mission Statement and Values were agreed by trustees on 19 January 2015.</p> <p>The charity's day-to-day operations are led by a part time manager supported by a part-time assistant with additional management support as the need arises. Services are largely delivered by our volunteers who work as a team in shift patterns.</p> <p>Services delivery is co-ordinated by a management team comprising the Chairman, Deputy Chairman, Treasurer and Manager meeting bi-monthly.</p> <p>The charity maintains networking relationships with similar organisations in the voluntary and statutory sectors, and with local trading and community organisations.</p>
Relationship with any related parties	Para 1.51	Haverling Shopmobility is not related to any other party.

Reference and Administrative details	
Charity name	Havering Shopmobility Association
Other name the charity uses	Havering Shopmobility
Registered charity number	1051614
Charity's principal address	Havering Shopmobility 1 The Brewery, Waterloo Road, Romford, RM1 1AU

Names of the charity trustees who manage the charity				
	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jackie Tokley	Chairperson	Re-elected 15 July 24	The AGM or the Trustees
2	Peter Milward	Deputy Chairman Treasurer	Re-elected 15 July 24	The AGM or the Trustees
3	Trish Mosby	Secretary of	Re-elected 15 July 2024	The AGM or the Trustees
4	:Jay Walton		Elected 15 July 24	Trustee meeting
5	Gillian COLVIN		Re-elected 1 5 July 24	The AGM or the Trustees
6	Michael MITCHELL		Re-elected 15 July 2024	The AGM of the Trustees
7				
8				
9				
10				
11				
12				

Corporate trustees – names of the directors at the date the report was approved		
Director name		
None		

Name of trustees holding title to property belonging to the charity		
Trustee name	Dates acted if not for whole year	
None		




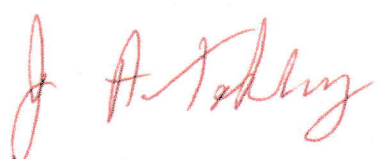
Funds held as custodian trustees on behalf of others	
Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	None
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	None

Additional information (optional)		
Names and addresses of advisers (Optional information)		
Type of adviser	Name	Address
Independent Financial Examiner	Mr John Percy	c/o Havering Shopmobility

Name of chief executive or names of senior staff members (Optional information)
Mr Kevin Walton, Manager

Exemptions from disclosure
Reason for non-disclosure of key personnel details
None

Other optional information
Intentionally blank

Declarations		
<p>The trustees declare that they have approved the trustees' report above. Signed on behalf of the charity's trustees</p>		
Signature		
Full name	Peter Milward	Jacqueline TOKLEY
Position	Treasurer/Deputy Chair	Chairperson





CHARITY COMMISSION  
FOR ENGLAND AND WALES

Charity Name  
**HAVINGER SHOPMOBILITY ASSOCIATION**

No (if any)  
**1051614**

## Receipts and payments accounts

**CC16a**

For the period from	Period start date 1st April 2024	To	Period end date 31st March 2025
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Equipment Hires	26,767	0	0	26,767	24,917
Membership New / renew	6,430	0	0	6,430	6,215
Promotions & shop sales	2,691	0	0	2,691	2
Collection Tins & donations	918	0	0	918	2,439
Raffles & Fundraising	371	0	0	371	562
Shopmob Sales	4,957	0	0	4,957	3,511
First Step	0	0	0	0	0
Insurance Refund	0	0	0	0	0
Sundry	145	0	0	145	2
Wheelchair/Walker Sales	0	0	0	0	1,235
Refunded	250	0	0	250	0
Unreturned Deposits Hire/Repairs	0	0	0	0	50
Overbanked -PC reimbursement	0	0	0	0	0
	0	0	0	0	0
<b>Sub total (Gross income for AR)</b>	<b>42,530</b>	<b>0</b>	<b>0</b>	<b>42,530</b>	<b>38,934</b>
<b>A2 Asset and investment sales, (see table).</b>					
	0	0	0	0	0
	0	0	0	0	0
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total receipts</b>	<b>42,530</b>	<b>0</b>	<b>0</b>	<b>42,530</b>	<b>38,934</b>
<b>A3 Payments</b>					
Equipment Maintenance	1,124	0	0	1,124	201
Office Equip Maintenance	927	0	0	927	494
Stationery	62	0	0	62	630
Phone & Internet	1,604	0	0	1,604	2,421
Insurance	2,210	0	0	2,210	2,144
Training / FirstAid	0	0	0	0	
CCTV / Security (Both Shops)	0	0	0	0	120
Salaries & HMRC Payments	31,231	0	0	31,231	33,993
New Telephone/Computers	0	0	0	0	
Cleaning	139	0	0	139	89
Sanitary Waste	484	0	0	484	447
Parking Permits	0	0	0	0	
Stock For Resale	1,593	0	0	1,593	2,173
Petty Cash	1,383	0	0	1,383	1,225
Sundry	75	0	0	75	27
Christmas Do / Vouchers	101	0	0	101	511
Recruitment	39	0	0	39	475
Refund for Scooter	0	0	0	0	125
Scooter Maintenance	2,206	0	0	2,206	2,405
Miscellaneous	0	0	0	0	40
<b>Sub total</b>	<b>43,177</b>	<b>0</b>	<b>0</b>	<b>43,177</b>	<b>47,518</b>
<b>A4 Asset and investment purchases. (see table)</b>					
New Scooters	0	0	0	0	6,496
	0	0	0	0	
<b>Sub total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6,496</b>
<b>Total payments</b>	<b>43,177</b>	<b>0</b>	<b>0</b>	<b>43,177</b>	<b>54,014</b>
<b>Net of receipts/(payments)</b>	<b>-647</b>	<b>0</b>	<b>0</b>	<b>-647</b>	<b>-15,080</b>
<b>A5 Transfers between funds</b>	<b>4,000</b>	<b>0</b>	<b>0</b>	<b>4,000</b>	<b>18,300</b>
<b>A6 Cash funds last year end</b>	<b>2,587</b>	<b>0</b>	<b>0</b>	<b>2,587</b>	<b>3,421</b>
<b>Cash funds this year end</b>	<b>5,941</b>	<b>0</b>	<b>0</b>	<b>5,941</b>	<b>6,641</b>



## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Barclays Bank Account ***046	0	0	0
	Metro Bank Account ***023	5,941	0	0
			0	0
	<b>Total cash funds</b>	5,941	0	0
(agree balances with receipts and payments account(s))				

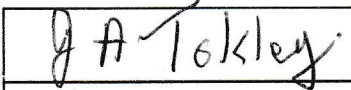

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	Metro Instant Access Savings ***413	12,777	-	-
	Metro 90 day notice savings ***687	3	-	-
	Barclays Instant access savings ***849	60,592	-	-
		-	-	-
		-	-	-
		73,373	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Scooters & wheelchairs 2019	unrestricted	-	580
	Scooters & wheelchairs 2020	unrestricted	-	2,140
	Scooters & wheelchairs 2021	unrestricted	-	680
	Scooters & wheelchairs 2022	unrestricted	-	730
	Scooters & wheelchairs 2023	unrestricted	-	2,800
	Scooters & wheelchairs 2024	unrestricted	-	6,496
	Shop Stock at approximate valuation	unrestricted	-	1,500
	Office equipment			1,100

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Ms Jackie Tokley	20/8/25
	Mr Peter Millward	20/8/25

## **Independent Examiner's Report to the Charity Commission.**

Charity Name & Number: Havering Shopmobility **1051614**      Accounting year: 1st April 2023 – 31 March 2024

### **Opening statement:**

As the nominated Independent Examiner for Havering Shopmobility's 2022/23 accounts I confirm that:

- The charity is not a Company.
- The charity's gross income is less than £250,000
- The charity is not VAT registered.
- The charity's governing document (its constitution) does not require "accrual" accounts nor professional auditing/examination.
- The accounts have been prepared on a "receipts & payment" basis.
- The charity's trustees have elected to have an Independent Examination of the accounts.
- I, acting as the Independent Examiner, declare that I am neither a trustee nor do I have any close relationship with any trustee of the charity.

This report should be read in conjunction with the Charity Commission's reporting form CC16a.

### **Report.**

I am confident that the Charity Commission's end of year accounts reporting form CC16a accurately reflects the accounts maintained by Havering Shopmobility throughout the 2024/245 accounting year. Further, I confirm that the CC16a form includes the end of year statement figures for the charity's Current and Deposit bank accounts.

The charity's personnel have fully cooperated with my examination of the accounts and provided all the relevant documentation that I requested (the account income and expenditure spread sheets; bank statements; Petty Cash record etc.).

Like many other organisations, the effects of the Covid19 pandemic are still impacting on Havering Shopmobility's finances. Havering Shopmobility provide the public with the opportunity to hire mobility aids (eg. electric "buggies") so that they can utilise the shopping and other amenities of Romford town centre. As such, their main source of income comes from registration and user fees. However, although user numbers have increased, they have not yet returned to pre-Covid levels,



and as a result, like many other charities and businesses, Havering Shopmobility continue to face financial challenges. However, the Trustees and operating staff have made significant strides to improve the financial position to the extent that this year's reported operating loss of £647 represents a significant improvement from the 2023/24 loss of £15,040. This reflects the hard work and difficult decisions that the Trustees have tackled over the past year.

The slow recovery in user numbers (and income) is probably due to several factors over which the charity has no control, such as: changes in shopping habits, the trend towards out of town shopping centres and on-line shopping etc. which are also impacting many other businesses on the high street.

Despite the current financial pressures, the Trustees have ensured that the charity continues to offer the public suitable modern reliable shopping mobility aids at a reasonable cost, and continue to work towards ensuring a financially viable and worthy charity.

As required by the Charity Commission's guide lines, the bank balance shown for both the start and end of the financial year has been declared as a "net" amount ie. the bank balance as shown on the bank statement less:

- Any un-presented cheques (there are none, since the charity has adopted electronic payments)
- Any other liabilities against the charity (eg. unpaid invoices).

There have been no asset sales or purchases (other than mobility equipment) during this accounting period.

End of report

**Mr J. Percy**

54 Fairfield Ave  
Upminster  
Essex RM14 3AY

Dated: 25 September 2025

Tel: 01708 640755